

The **HRExpertiseBP** Organizational Effectiveness survey is an invaluable tool for both the Leadership Team and Board of Directors for organizations who want insight into the health of the organization, the quality of leadership and the level of engagement within their workforce. We have clients who administer the survey annually and have added it into their corporate effectiveness measurement.

The **Organizational Effectiveness survey** consists of three parts....

Part 1: Multiple Choice responses to statements about the organization in the following categories:

- Communication and Goals,
- Customer Relations,
- Leadership,
- Processes and Continuous Improvement,
- Work Environment,
- Human Resources and Benefits,
- Pride, Recognition,
- Safety,
- Teamwork

Part 2: Open-Ended Questions

We ask employees for insight into challenging areas within the cooperative and solicit recommendations for change/solutions.

The open-ended questions are selected from a list of approximately 20 different options already drafted and/or we will create new questions based on something the CEO or Board want to learn more about or gain further insight from the employee perspective.

Part 3: Benefits section:

This section is only one page. Employees rate the importance, coverage, premiums and information provided for all benefits offered by the organization. *(This section can be removed if the organization is not interested, however, most leave it in because it provides valuable insight and assistance in determining how best to spend your benefit dollars as an organization.)*

Results:

The results for each multiple choice "question/statement" in the survey are presented in colored bar charts and are grouped into the categories listed above. The open-ended responses are summarized and the themes are defined so management and the Board can get the best feedback without breaking the confidentiality promise made to employees.

The data from the entire survey is analyzed by the team at **HRExpertiseBP** and we make recommendations for areas of focus and actions to be taken to address the areas of concern identified in the survey results.

We provide the CEO with a fairly detailed analysis and summary of our findings so they can gain a clear perspective on the effectiveness of their organization.

Pricing:

The cost of doing the survey is determined on a billable hour basis. Some organizations want analysis that compares department specific results while others want only aggregate info....some organizations want only three open-ended questions, while others want 10. *(Even after all these years in consulting I still remember what it felt like to be on the client side of the equation paying a flat fee which included services I did not need or value!)*

Our philosophy is that you should only be charged for results you want. Each organization pays only for the analyses and recommendations you decide you want. Our pricing model also rewards those organizations who work well with us and make it easier for us to provide them the services they need with fewer hours of work....we both have skin in the game to achieve an amazing outcome at a reasonable cost.

Voice of the Customer: **HRExpertiseBP** also assists many of our clients with acquiring Customer feedback. Whether through focus group facilitation, short data gathering efforts or in some cases drafting a customer feedback survey (*paper or online*), **we can help**. *We do not however, make calls directly to customers as we are not staffed as a call center.*